

Little Traverse Bay Bands of Odawa Indians Job Posting

Job Title:	Program Generalist
Department:	Human Services Department
Reports to:	Human Services Director
Status:	Non-Exempt
Salary Range:	\$12.54 to \$16.96 per hour / (\$26,075-\$35,278)
Level:	3
Opens:	May 22, 2015
Closes:	June 12, 2015

SUMMARY

Under the direction of the Human Services Director, provide professional support for a department comprised of numerous programs that provide direct client assistance. Assist clients with intake, applications and determinations of eligibility to access appropriate programs. Work primarily in an office setting to support programs. Adhere to strict confidentiality requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Works under the direction of the Human Services Director and follows all applicable laws, procedures, policies, and regulations pertaining to the programs.
- Assists in development and evaluation of grants and budgets pertaining to Human Services assistance grants.
- Responsible for intake of clients and assists in determining needs.
- Assists clients in completing forms and applications.
- Develops and maintains applicable forms for various programs and keeps forms updated.
- Gathers required information and processes applications for programs within the Human Services Department, including but not limited to the USDA Food Distribution Program on Indian Reservations, Low Income Energy Assistance Program, Childcare Assistance Program, Burial Assistance Program, Community Services Block Grant Program, Hearing Aid Assistance and Emergency Fund.
- Submits accurate and timely requests for payment of services.
- Assists clients and callers in accessing appropriate services.
- Collaborates with other Tribal departments and other service providers from state, county and local agencies, as well as other Indian tribes to meet client needs.
- Assists the Director in researching community resources available to Tribal citizens, in the event current services and assistance offered by the Tribe fails to meet the need(s) of the Tribal citizen.
- Maintains strict confidentiality.
- Develops and maintains confidential files for all Human Service assistance programs.
- Develops and maintains spreadsheets for documentation of services.
- Attends training as necessary and directed.

- Functions as part of department team by covering office duties as requested.
- Other duties as assigned.

EDUCATION AND EXPERIENCE

Associates degree from a two-year college or technical school **and** two years working directly within the Human Services field or two years experience working with community resource programs preferred. A combination of education and experience related to the stated qualifications **may** be considered.

OTHER ESSENTIAL SKILLS

Must be proficient in Microsoft Office suite of software including Microsoft Excel. Applicant must possess excellent math and bookkeeping skills, and have superior oral and written communication skills. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations: ability to write reports, business correspondence, and procedure manuals. Excellent customer service skills and attendance, professional demeanor and appearance. Must have an even temperament, solid interpersonal skills and be committed to professional development. To perform the job successfully, candidate must show respect and sensitivity for cultural differences. Must possess a positive attitude to work with the public and the Human Services staff.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk in a clear voice and hear. The employee may need to lift and /or move heavy weight. Specific vision abilities required by this job include close vision, distance vision, color vision and peripheral vision.

WORK ENVIRONMENT

The work environment may vary from an office setting to a warehouse setting, with varying noise levels.

COMMENTS

Must have a valid Michigan driver's license, be insurable, and have reliable transportation. Individual must be able to pass a criminal background check. Native American preference will apply.